Continued Examination Under 37 CFR 1.114

1.   A request for continued examination under 37 CFR 1.114, including the fee set forth in

37 CFR 1.17(e), was filed in this application after final rejection. Since this application is

eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e)

has been timely paid, the finality of the previous Office action has been withdrawn pursuant to

37 CFR 1.114. Applicant's submission filed on May 1, 2008 has been entered. Claims 1-6, 9-16,

19-24, 26-29, 31-33 are pending in the application.

EXAMINER'S AMENDMENT

2.   An examiner's amendment to the record appears below. Should the changes and/or

additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR

1.312. To ensure consideration of such an amendment, it MUST be submitted no later than the

payment of the issue fee.

        Authorization for this examiner's amendment was given in a telephone interview with

John P. Ward on June 8, 2008.

In the Claims:

Claim 1:

Line 1, after "method", insert -- computer-implemented --.

Line 10, after "processing", insert using a -- computer --.

Claim 21:

Line 1, after "method", insert -- <u>computer-implemented</u> --.

Line 7, after "viewing", insert --using a computer--.

Allowable Subject Matter

3.   Claims 1-6, 9-16, 19-24, 26-29 and 31-33 are allowed.

The closest prior art of record is to Lauffer (U.S Patent No. 6,223,165). Lauffer disclose a method for matching consumers questions with experts, displaying available experts for consumer viewing and selection, providing for compensation from consumers to experts, and providing for the connection between consumer and experts. Applicant's arguments filed on May 1, 2008 2005 (page 13in particular) are deemed to be persuasive and adequately reflect the Examiner's opinion as to why claims 1-6, 9-16, 19-24, 26-29, 31-33 are allowable over the prior art of record.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

4.   The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

a.   Faber et al (20020010608), teaches a system that matches customers with service providers; provide customers with real-time notification of each of the service provider's state of

availability, and permit the customer and an available service provider to communicate with each other in real time.

b.   Grewal (U.S. Patent No. **6,829,585), discloses a** method for indicating expert availability to a help-seeker from a pool of experts currently in communication with a client system-server system.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Romain Jeanty whose telephone number is (571)272-6732. The examiner can normally be reached on Mon-Thurs 7:30 am to 6:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Beth Van Doren can be reached on (571) 272-6737. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

/Romain Jeanty/

Primary Examiner, Art Unit 3623